

 UNESA Universitas Negeri Surabaya	Surabaya State University Faculty of Social Science and Law Undergraduate of Public Administration Sciences					Document Code
Lesson Plan						
COURSE	Code	Cluster		Credits	Semester	Compilation Date
Conflict Management	4062112052			T = 1	P=6	2023
AUTHORIZATION	Lesson Plan Developer		Coordinator		Head of Study Program	
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Learning Program Outcome (PLO)	PLO					
	PLO1	Able to master the theoretical concepts of pulic policy and administration				
	PLO4	Able to communicate orally and in writing in organization and society				
	PLO8	Able to organize activities in implementing public policies and improving public service performance				
	PLO11	Cooperate and have concern for society and environment				
	Course Learning Outcome (CLO)					
	CLO1	Able to master the theoretical concepts of conflict management in the scope of public administration				
	CLO4	Able to communicate orally and in writing in resolving all types of conflicts in organizations and society				
	CLO8	Able to organize solutive activities in conflict resolution as a form of optimizing public services				
	CLO11	Cooperate and have sensitivity to the sources and resolution of conflicts in society and the environment				
Course Description	This course discusses conflict theory, sources of conflict, types of conflict and conflict resolution					

Learning Materials/ Topics	- Definition Of Conflict - Conflict Thought Transitions - Sources Of Conflict - Classical Conflict Sociology Theory - Theory Of Sociology Of School Conflict Positivist, Humanist And Critical - Types Of Conflict - Conflict Control Processes - Conflict Management Approach - Basis For Choosing A Conflict Management Approach - Definition Of Work Performance - Job Appraisal - Steps To Measure Work Performance - Benefits Of Job Appraisal - Definition Of Organizational Productivity - Factors That Increase Productivity - Conflict Relationship With Work Performance And Organizational Effectiveness - Effect Of Conflict Management On Work Performance And Organizational Productivity - Definition Of Conflict Resolution Through Administrative Processes - The background of the birth of KPPU - KPPU's authority - BPSK background - BPSK Authority - History of the ombudsman - The development of the use of the ombudsman - Definition of ombudsman - Kind of ombudsman - Definition of mediation - Purpose of mediation - Type of mediation - Meaning of arbitration - Types of arbitrage - The nature of the arbitral award	
References	Primary	1. W, Hendrick, 2012, Bagaimana Mengelola Konflik, Bumi Aksara, Jakarta 2. Wahyudi, 2015, Manajemen Konflik Dalam Organisasi, Alfabet, Bandung
	Supplementary	1. Pilar, Pazos, 2012, <i>Conflict management and effectiveness in virtual teams</i>, Department of Engineering Management and Systems Engineering, Old Dominion University, Norfolk, Virginia, USA 2. Herdiansyah, Jufri, 2014, Manajemen Konflik Dalam Sebuah Organisasi, Jurnal STIE Semarang Vol.6 No.1, Semarang 3. Juliana, 2015, Dinamika Konflik Dalam Organisasi, E-Journal “Acta Diurnal” Vol. IV Nomor 2

		4. Dian, 2013, Komunikasi Organisasi Dalam Manajemen Konflik, Jurnal Al-Irsyad 5. Widyastuti, 2017, Pengaruh Komunikasi Asertif Terhadap Pengelolaan Konflik.				
Lecturer(s)		Dra. Meirinawati, M.AP Eva Hany Fanida, S.AP, M.AP Trenda Aktiva Oktariyanda, S.AP, M.AP M.Noer Falaq Al Amin, S.IP, M.KP				
Prerequisite		Organization Theory				
Week	Learning Objectives	Assessment		Learning Activities and Time Allocation	Learning Sources	Scoring
		Indicators	Criteria/Form/Type	Offline		
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Understand the transitions of conflict thinking	- Describe the nature of the conflict - Describe the transition to conflict thinking - Describe the source of the conflict	Criteria:Form Holistic Rubric: Non Test	- Forms of Learning: Face to Face Lecture - Learning methodsDiscovery LearningGroup discussion - Student Assignments:Discuss The Role of Policy Analysis	Subject: • The Nature of Conflict • Transition of Conflict Thought Sources of conflict	6%
2	Understand the concept of classical conflict sociology theory	- Explain the thoughts of classical conflict sociology theory. - Describe the originators of the classical sociological theory of conflict. - Explain the thoughts of each character related to the classical sociological theory of conflict. - Explain the different sources of conflict from each of the classical conflict sociology figures.	Criteria:Form Analytical Rubric: Non Test	- Forms of Learning: Face to Face Lecture - Learning methodsDiscovery Learning,Group Discussions and Presentations - Student Assignments:Independent Assignment/Review Paper	Classical Conflict Sociology Theory	14%

3	Understand the concept of sociological theory of positivist conflict flow	- Explaining the sociological theory of positivist flow of conflict. - Describe the originators of the sociological theory of positivist conflict flow. - Explain the thoughts of each character regarding the sociological theory of positivist conflict flow. - Explaining the different sources of conflict from each positivist school of conflict sociology theorists	Criteria: Form Analytical Rubric: Non Test	- Forms of Learning: Face to Face Lecture - Learning methods <i>Discovery Learning</i> , Group Discussions and Presentations - Student Assignments: Independent Assignment/Review Paper	The Sociological Theory of Positivist School of Conflict	14%
4	Understanding the sociological theory of humanist conflict theory.	- Explaining the sociological theory of conflict in the humanist flow. - Describe the originators of sociological conflict theory in humanist schools. - Explain the thoughts of each character regarding the sociological theory of humanist conflict flow. - Explaining the different sources of conflict from each character in the sociological theory of humanist conflict.	Criteria: Form Analytical Rubric: Non Test	- Forms of Learning: Face to Face Lecture - Learning methods <i>Discovery Learning</i> , Group Discussions and Presentations - Student Assignments: Independent Assignment/Review Paper	Humanist School of Conflict Sociology Theory	
5	Understanding the concept of sociology of critical school conflict.	- Explain the meaning of job description! - Identify component description - Identify detailed position information in the job description	Criteria: Form Analytical Rubric: Non Test	- Forms of Learning: Face to Face Lecture - Learning methods <i>Problem Based Learning Assignments</i> , Group discussion - Student Assignments: Review papers	Sociology of Critical School Conflict Theory	10%

6-7	Analyze conflict management from several conflict management case studies	- Describe conflict management from a conflict case study	Criteria: Form Analytical Rubric: Non Test	- Forms of Learning: Face to Face Lecture - Learning methods <i>Problem Based Learning</i> - Assignment Student Assignments: Analyze social conflict case studies	Main Subject: Examples of cases of social conflict	8%
8	Mid Semester Evaluation / Mid Semester Examination					
9	Students are able to identify the types of conflict	- Describe the types of conflict Identify conflicts by life area	Criteria: RubricHolistic Forms : Non Test	- Forms of Learning: Face to Face Lecture - Learning methods <i>Problem Based Learning</i> - Student Assignments: identify examples of cases and types of conflict	Subject: Types of social conflict	5%
10	Students are able to explain conflict control	- Identify the conflict components - Identify sources of conflict - Identify conflict control processes - Identify conflict management approaches	Criteria: RubricShape Analytics : Non Test	- Forms of Learning: Face to Face Lecture - Learning methods <i>Problem Based Learning</i> - Student Assignments: conducting fact analysis and formulating advocacy strategies	Subject: - conflict component - Source of conflict - Conflict control process - Conflict management approach - Basis for choosing a conflict management approach	6%
11-12	Students are able to explain work performance, organizational productivity and its relationship with conflict	- Explain job appraisal - Identify steps to measure work performance - Identify factors that can increase productivity - Explain the relationship between conflict and job performance - Describe the relationship between conflict and organizational effectiveness - Explain the effect of conflict management on work performance and organizational productivity	Criteria: RubricShape Analytics : Non Test	- Forms of Learning: Face to Face Lecture - Learning methods <i>Problem Based Learning</i> - Student Assignments:	Subject: conflict relationship with work performance and organizational effectiveness, the effect of conflict management on work performance and organizational productivity	

13-14	Students are able to identify conflict resolution through administrative processes	- Explain the meaning of conflict resolution through administrative processes - Explain the background of the birth of KPPU and BPSK - Identification of the authority of KPPU and BPSK - Explain the history of the ombudsman! - Identify the type of ombudsman - Identify conflict resolution through evictions	Criteria: RubricShape Analytics : Non Test	- Forms of Learning: Face to Face Lecture - Learning methods <i>Problem Based Learning</i> - Student Assignments:	Main Subject: - BPSK background - BPSK authority - Ombudsman history - The development of the use of the ombudsman - Ombudsman definition - Ombudsman type Eviction	
15-16	Students are able to identify conflict resolution through alternative disputes	- Describe the mediation plan - Identify mediation goals - Identify the type of mediation - Explain the meaning of arbitration! - Identifying the Types of Arbitration - Identify the nature of the arbitral award	Criteria: RubricShape Analytics : Non Test	- Forms of Learning: Face to Face Lecture - Learning methods <i>Problem Based Learning</i> - Assignment Student Assignments:	Subject: - Discuss the meaning of mediation and arbitration, the types of mediation and arbitration, the nature of arbitral awards	
17	End of Semester Evaluation / Final Semester Examination					